

General Contract Agreement



Term: March 1, 2009 - February 28, 2014

I. 5 YEAR AGREEMENT

March 1, 2009 – February 28, 2014

II. WAGES

2009- 3.0%

2010- 3.0%

2011- 3.5%

2012- 3.0%

2013- 3.25%

GENERAL INCREASE –

RETROACTIVE PAY -



GENERAL CONTRACT ITEMS

ARTICLE IV SECTION 4

- NIGHT SHIFT PREMIUM INCREASED FROM **\$1.35 TO \$1.50** PER HOUR. SECTIONS 4(c) AND 4(d) HAVE BEEN ELIMINATED.

ARTICLE IV SECTION 13

- AN EXCEPTION HAS BEEN ADDED TO EXCLUDE EMPLOYEE HOURS REPORTED ON DISABILITY AND/OR WORKERS COMPENSATION FROM THE FORTH (40) PAID HOURS OF THE BASIC WORK WEEK. THIS ARTICLE WILL NOT APPLY TO EMPLOYEES "CALLED OUT" TO PERFORM WORK PER PRIOR AGREEMENT IN 2000.

ARTICLE IV SECTION 18

- PARAGRAPH 3 OF ARTICLE IV, SECTION 18 HAS BEEN REVISED AS FOLLOWS: THE FIRST SENTENCE "AN EMPLOYEE WHO OPERATES A COMPANY-OWNED VEHICLE WHICH IS KEPT AS HIS/HER HOME SHALL, IN CASE OF A CALL-BACK, BE PAID A CALL-BACK ALLOWANCE OF TWO HOURS AT STRAIGHT TIME." HAS BEEN ELIMINATED.

ARTICLE IV SECTION 23

- HAS BEEN REVISED TO INCREASE MEAL MONEY ALLOWANCE FROM **\$7.50 TO \$8.00.**

ARTICLE VI SECTION 8 & 12

- BANKED VACATION ELIMINATED
- USE VACATION HOURS IN ½ HOUR INCREMENTS FOR AUTHORIZED FAMILY MEDICAL LEAVE ABSENCES ONLY
- SECTION 8 HAS BEEN REVISED AS FOLLOWS: AN EMPLOYEE'S ELGIBILITY FOR EARNED VACATION SHALL NOT BE AFFECTED BY A PROLONGED ABSENCE WHILE THEY ARE ON SHORT TERM DISABILITY. HOWEVER, EMPLOYEES WILL NOT ACCRUE VACATION WHILE ON LONG TERM DISABILITY.
- SECTION 12 HAS BEEN REVISED THAT EMPLOYEES ON SHORT TERM DISABILITY OR WORKERS COMPENSATION AT THE END OF THE CALENDAR YEAR WILL NOT BE ALLOWED TO DEFER VACATION INTO THE NEXT YEAR.

ARTICLE VII SECTION 3

- HAS BEEN REVISED THAT "ASSIGNMENTS OF FOUR HOURS IN AN EIGHT HOUR DAY AND FIVE HOURS IN A TEN HOUR DAY SHALL BE CONSIDERED A FULL DAY UNDER THIS SECTION.

ARTICLE VII SECTION 5(b)

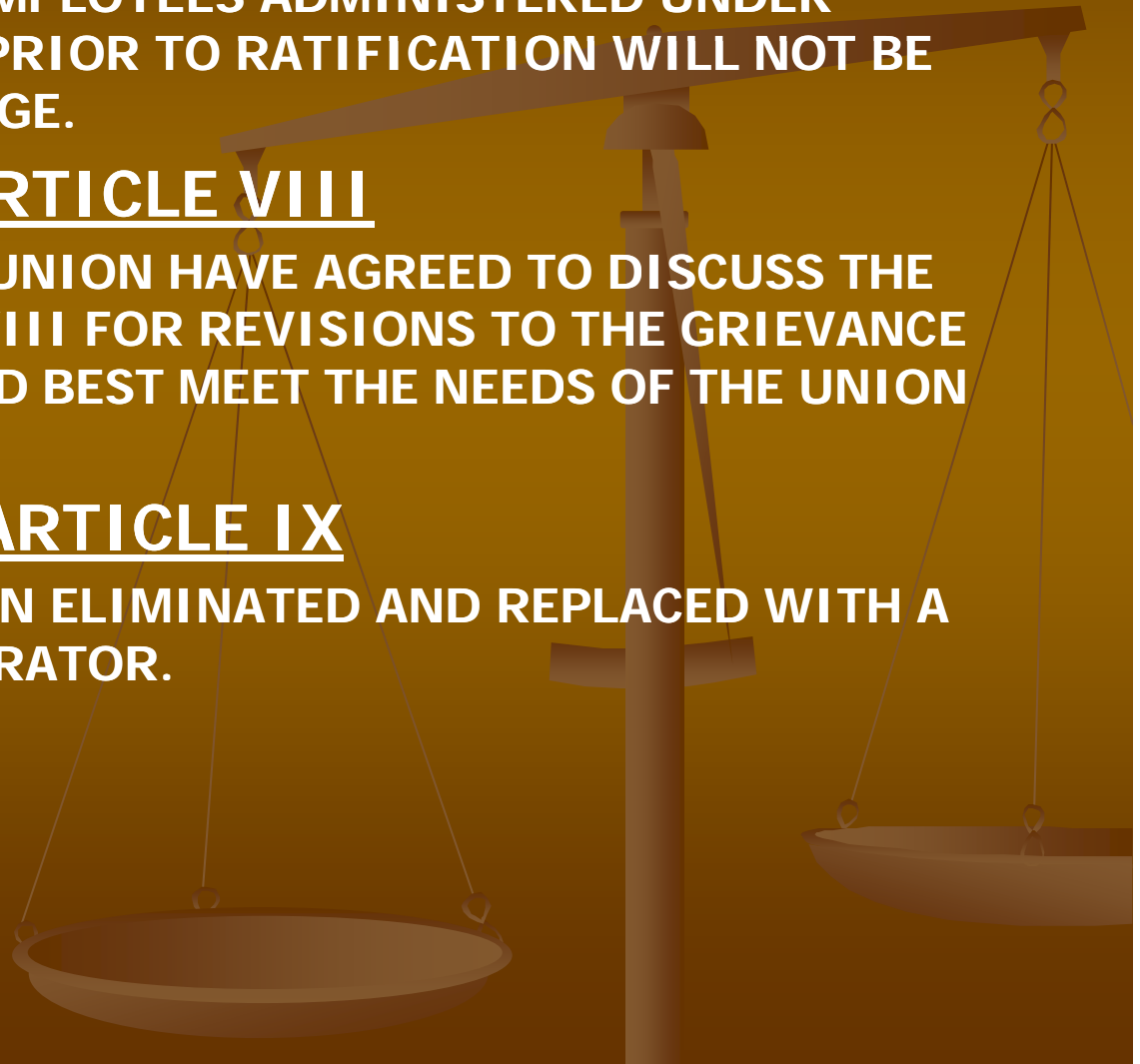
- HAS BEEN REVISED AS FOLLOWS: THE HOURLY RATE OF PAY WILL BE REDUCED BY **\$1.50** PER HOUR (PREVIOUSLY **\$.50**) IMMEDIATELY AFTER THE DATE OF THE TRANSFER TO THE LOWER JOB CLASSIFICATION. EMPLOYEES ADMINISTERED UNDER ARTICLE VII SECTION 5 PRIOR TO RATIFICATION WILL NOT BE AFFECTED BY THIS CHANGE.

ARTICLE VIII

- THE COMPANY AND THE UNION HAVE AGREED TO DISCUSS THE LANGUAGE OF ARTICLE VIII FOR REVISIONS TO THE GRIEVANCE PROCEDURE THAT WOULD BEST MEET THE NEEDS OF THE UNION AND THE COMPANY.

ARTICLE IX

- THE EBA BOARD HAS BEEN ELIMINATED AND REPLACED WITH A THIRD PARTY ADMINISTRATOR.



MEMORANDUMS OF AGREEMENT

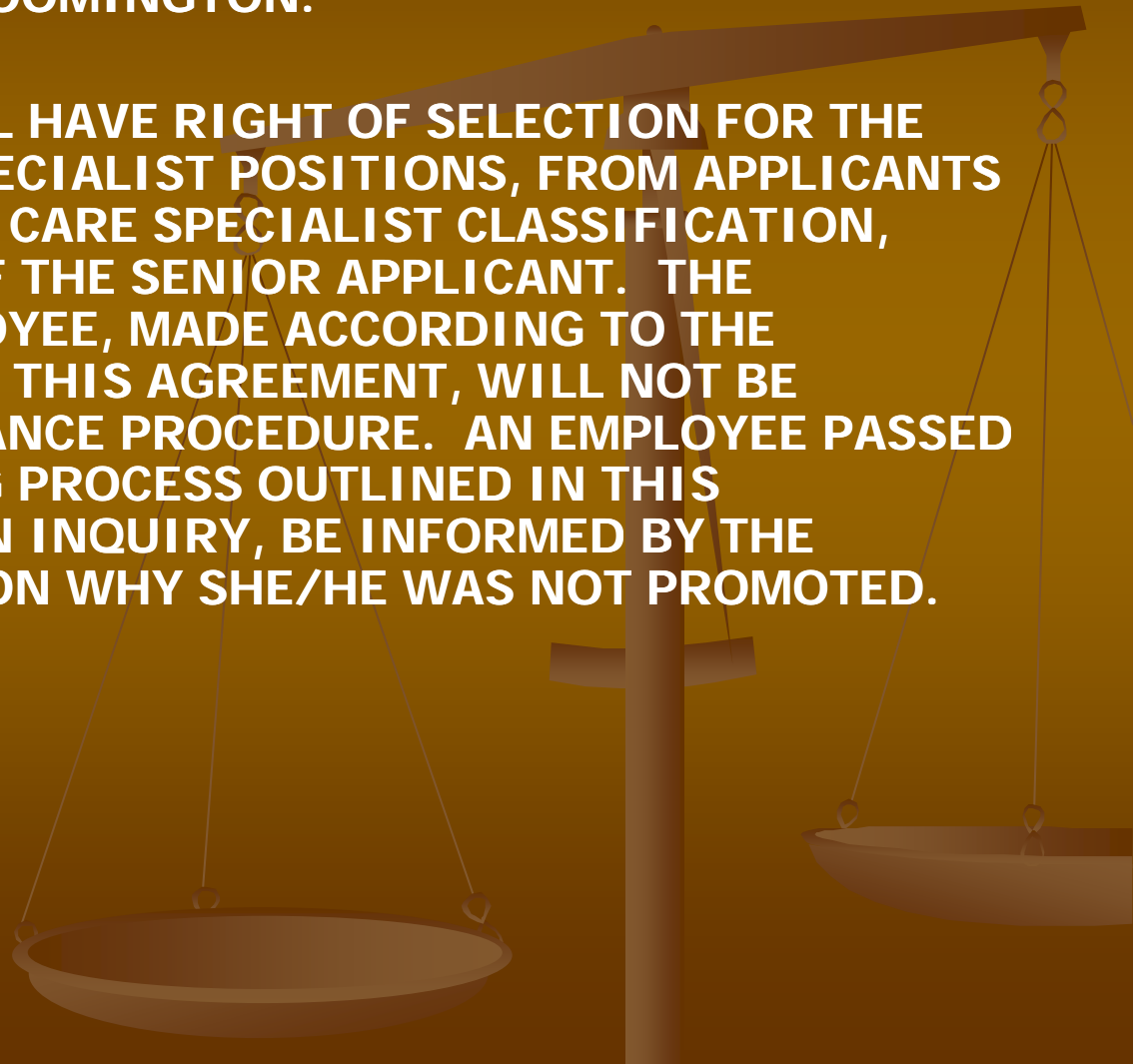
- EXHIBIT C: THE COMPANY AND THE UNION HAVE AGREED TO ADD THE FOLLOWING LANGUAGE TO THE MEMORANDUM, "STATEMENTS COVERING ITEMS OF UNDERSTANDING, RE: TWO PERSONS ON STEEL AND PROMOTIONAL SEQUENCE (DATED FEBRUARY 15, 1994 AND REVISED MARCH 1, 2000) AS FOLLOWS: "DURING DAYLIGHT SAVINGS TIME, CALL OUT FOR REPLACEMENT OF SERVICES LESS THAN 2" WILL BE A PROPER ASSIGNMENT FOR TWO PERSONS DURING DAY OR NIGHT. IF DAYLIGHT SAVINGS TIME GOES AWAY, IT WILL REVERT TO THE SAME PERIOD DESCRIBED IN MONTHS WHICH CURRENTLY IS MARCH THROUGH OCTOBER.
- THE MEMORANDUM OF AGREEMENT DEALING WITH THE INSTALLATION OF MAIN AND SERVICES BY CONTRACTORS WILL BE MADE PART OF EXHIBIT C. (SEE EXHIBIT I)
- THE COMPANY AND THE UNION HAVE AGREED TO REVIEW CERTAIN MEMORANDUMS OF AGREEMENT FOR INCLUSION IN THE COLLECTIVE BARGAINING AGREEMENT.

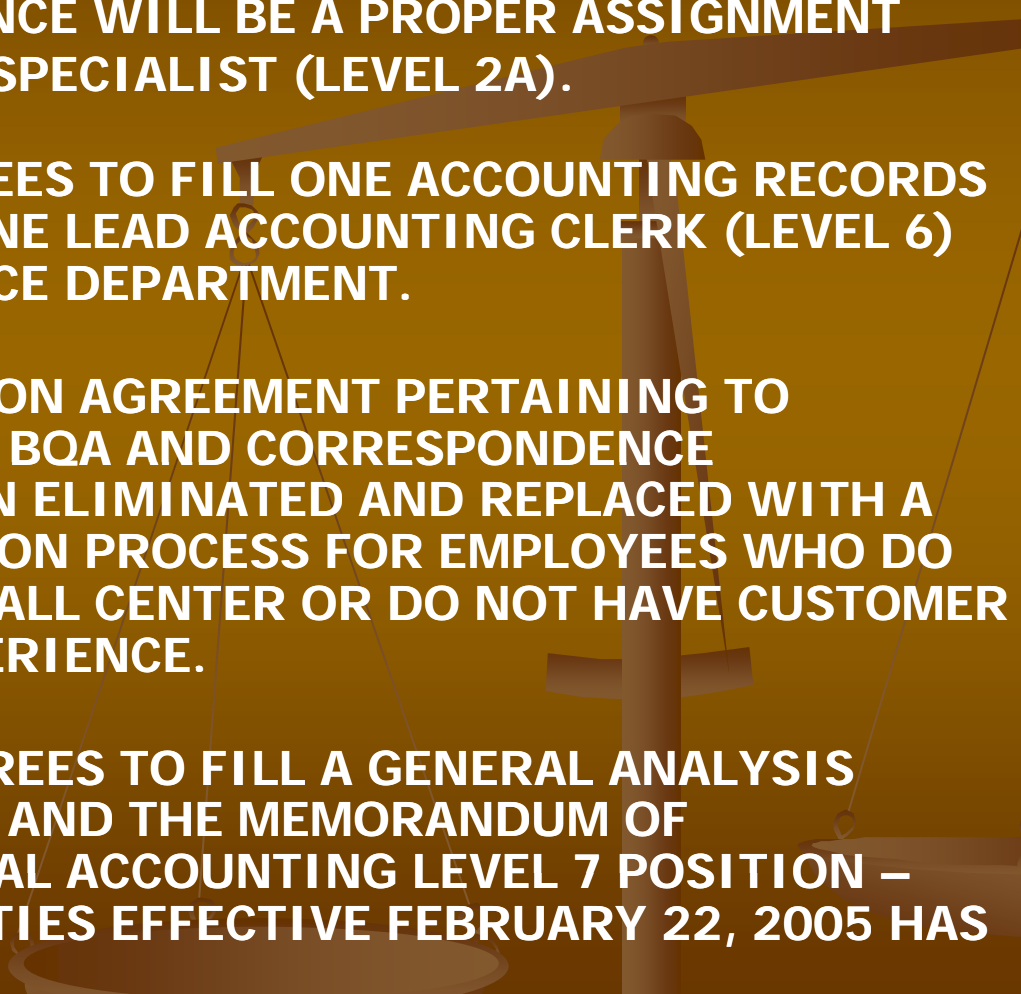
GENERAL ITEMS

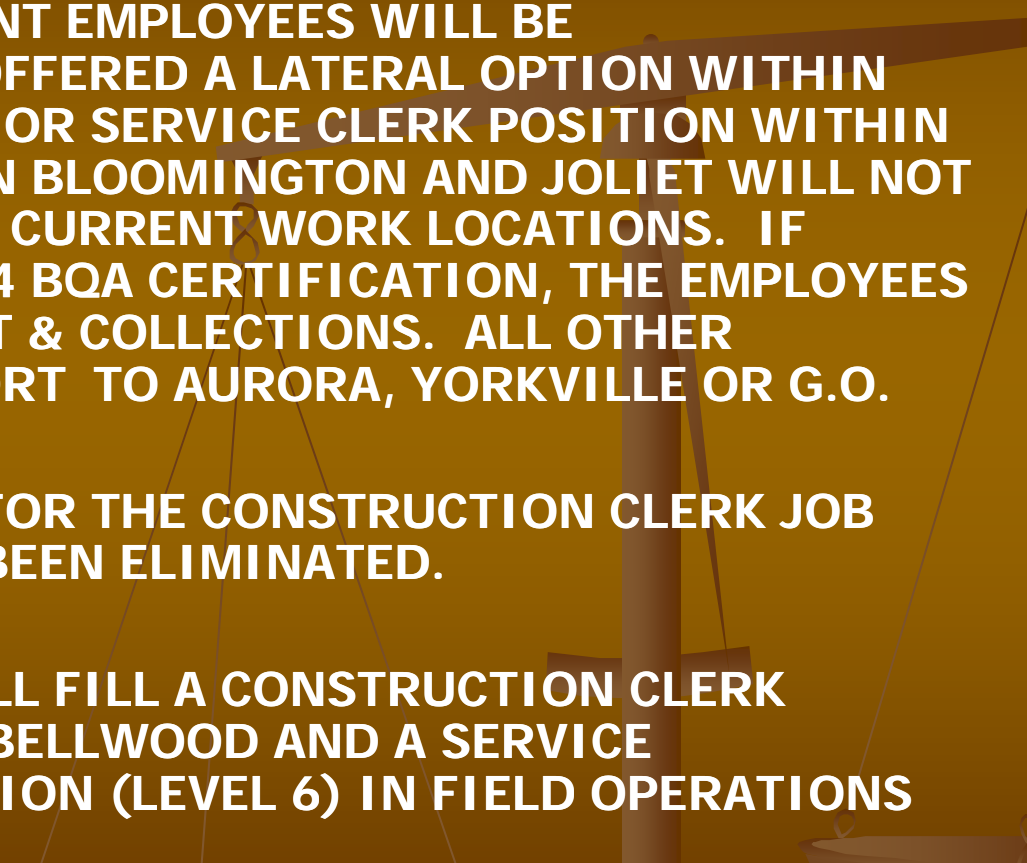


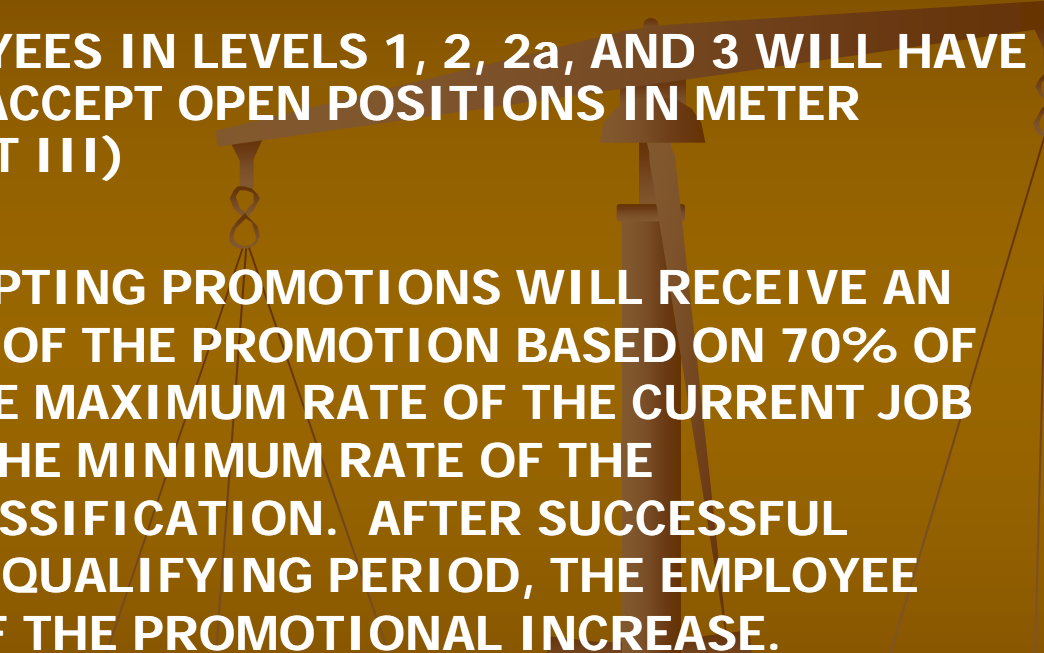
- **GENERAL ITEMS**
- **#1: ASSISTANT VICE-PRESIDENT SECRETARIAL STENOGRAPHER POSITIONS WILL NO LONGER BE PART OF THE BARGAINING UNIT. EMPLOYEES CURRENTLY IN THESE POSITIONS WILL BE GIVEN A ONE-TIME OPTION TO REMAIN AS A BARGAINING UNIT EMPLOYEE.**
- **#2: NON-ANALYTICAL HI/LOWS AND STEP DOWNS READS TO THE LAST ACTUAL BILL WILL BE A PROPER ASSIGNMENT FOR A LEVEL 3 CLERICAL EMPLOYEE. (HI/LOWS INVOLVING CANCEL AND REBILLS GREATER THAN 90 DAYS, WRITE-OFFS AND FACTOR REFINEMENTS WILL STILL BE CONSIDERED LEVEL 4 WORK.)**
- **#3: THE COMPANY WILL MAINTAIN TEN SERVICE CLERKS (LEVEL 4) AND FIVE LEVEL 5 POSITIONS IN BQA FOR THE TERM OF THIS CONTRACT.**
- **#4: THE COMPANY WILL FILL ONE ACCOUNTING RECORD CLERK POSITION (LEVEL 5) AND TWO SERVICE REPRESENTATIVE (LEVEL 6) POSITIONS IN BQA.**

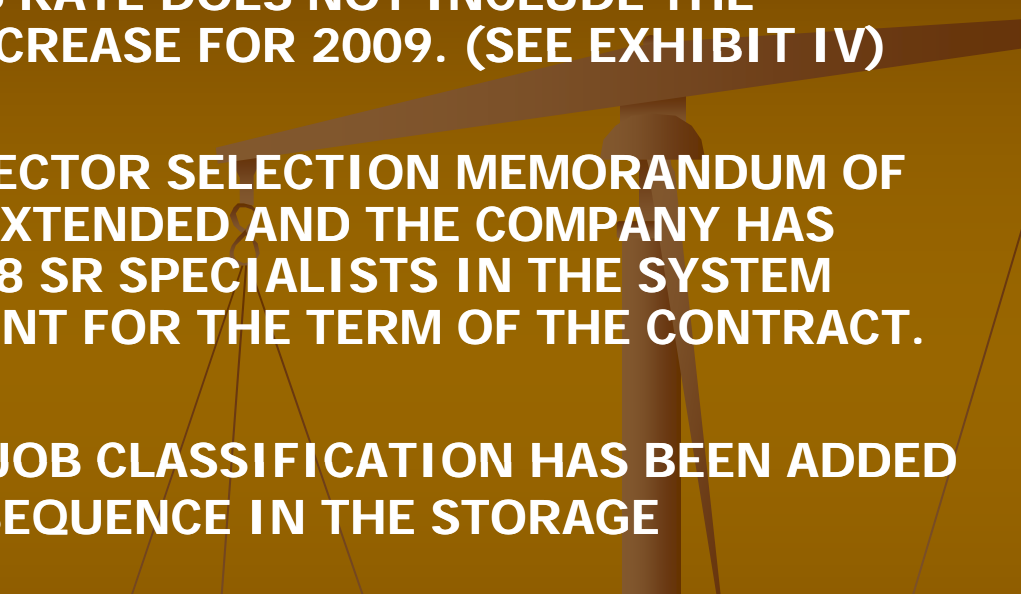
- **#5: THE COMPANY WILL MAINTAIN TEN SR. CUSTOMER CARE SPECIALISTS POSITIONS FOR THE TERM OF THIS CONTRACT.**
- **#6: THE COMPANY WILL FILL FIVE SR. CUSTOMER CARE SPECIALISTS POSITIONS IN SYCAMORE AND ONE SR. CUSTOMER CARE SPECIALIST IN BLOOMINGTON.**
- **#7: THE COMPANY WILL HAVE RIGHT OF SELECTION FOR THE SR. CUSTOMER CARE SPECIALIST POSITIONS, FROM APPLICANTS WITHIN THE CUSTOMER CARE SPECIALIST CLASSIFICATION, WITHIN SIX MONTHS OF THE SENIOR APPLICANT. THE SELECTION OF AN EMPLOYEE, MADE ACCORDING TO THE CRITERIA SET FORTH IN THIS AGREEMENT, WILL NOT BE SUBJECT TO THE GRIEVANCE PROCEDURE. AN EMPLOYEE PASSED UP UNDER THE BIDDING PROCESS OUTLINED IN THIS AGREEMENT WILL, UPON INQUIRY, BE INFORMED BY THE COMPANY OF THE REASON WHY SHE/HE WAS NOT PROMOTED.**




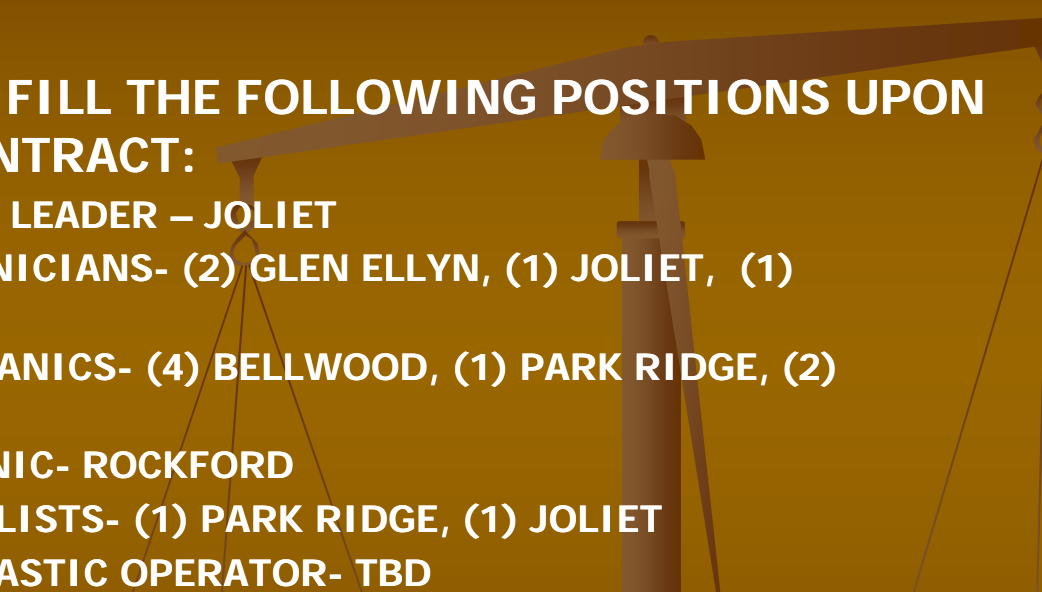
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- **#8: CORRESPONDENCE WORK RELATED TO DEFERRED PAYMENT ARRANGMENTS, DEPOSITS, ADDRESS/NAME/SPELLING CORRECTIONS, CUSTOMER READINGS, GASLINE COMFORT GUARD/HEATING VENTILATION AND AIR CONDITIONING, MISSED APPOINTMENTS, MULTIPLES AND TELEPHONE COLLECTIONS COMPLIANCE WILL BE A PROPER ASSIGNMENT FOR A CUSTOMER CARE SPECIALIST (LEVEL 2A).**
 - **#9: THE COMPANY AGREES TO FILL ONE ACCOUNTING RECORDS CLERM (LEVEL 5) AND ONE LEAD ACCOUNTING CLERK (LEVEL 6) IN THE CORRESPONDENCE DEPARTMENT.**
 - **#10: THE 2000 SELECTION AGREEMENT PERTAINING TO SERVICE CLERKS IN THE BQA AND CORRESPONDENCE DEPARTMENTS HAS BEEN ELIMINATED AND REPLACED WITH A TRAINING/CERTIFICATION PROCESS FOR EMPLOYEES WHO DO NOT COME FROM THIS CALL CENTER OR DO NOT HAVE CUSTOMER CARE AND BILLING EXPERIENCE.**
 - **#11: THE COMPANY AGREES TO FILL A GENERAL ANALYSIS CLERK (LEVEL 7) IN G.O. AND THE MEMORANDUM OF UNDERSTANING, GENERAL ACCOUNTING LEVEL 7 POSITION – RESTRUCTURING OF DUTIES EFFECTIVE FEBRUARY 22, 2005 HAS BEEN ELIMINTED.**

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- **#12: THE EXCESS CLERICAL GROUND RULES HAVE BEEN REVISED TO INCLUDE SYCAMORE. (SEE EXHIBIT II)**
 - **#13: THE COLLECTOR JOB CLASSIFICATION HAS BEEN ELIMINATED. INCUMBENT EMPLOYEES WILL BE GRANDFATHERED AND OFFERED A LATERAL OPTION WITHIN CREDIT & COLLECTIONS OR SERVICE CLERK POSITION WITHIN BQA. THE EMPLOYEES IN BLOOMINGTON AND JOLIET WILL NOT BE FORCED FROM THEIR CURRENT WORK LOCATIONS. IF UNABLE TO PASS LEVEL 4 BQA CERTIFICATION, THE EMPLOYEES WILL REMAIN IN CREDIT & COLLECTIONS. ALL OTHER COLLECTORS WILL REPORT TO AURORA, YORKVILLE OR G.O.**
 - **#14: PRE-REQUISITES FOR THE CONSTRUCTION CLERK JOB CLASSIFICATION HAVE BEEN ELIMINATED.**
 - **#15: THE COMPANY WILL FILL A CONSTRUCTION CLERK POSITION (LEVEL 5) IN BELLWOOD AND A SERVICE REPRESENTATIVE POSITION (LEVEL 6) IN FIELD OPERATIONS CONSTRUCTION.**

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- **#16 : THE COMPANY WILL FILL A SERVICE CLERK POSITION (LEVEL 4) IN EITHER CREDIT/COLLECTIONS OR BQA. (COLLECTORS WILL BE ELIGIBLE TO LATERAL TO THIS POSITION.)**
 - **#17: CLERICAL EMPLOYEES IN LEVELS 1, 2, 2a, AND 3 WILL HAVE THE OPPORTUNITY TO ACCEPT OPEN POSITIONS IN METER READING. (SEE EXHIBIT III)**
 - **#18: EMPLOYEES ACCEPTING PROMOTIONS WILL RECEIVE AN INCREASE AT THE TIME OF THE PROMOTION BASED ON 70% OF THE DIFFERENCE OF THE MAXIMUM RATE OF THE CURRENT JOB CLASSIFICATION AND THE MINIMUM RATE OF THE PROMOTIONAL JOB CLASSIFICATION. AFTER SUCCESSFUL COMPLETION OF THEIR QUALIFYING PERIOD, THE EMPLOYEE WILL RECEIVE 100% OF THE PROMOTIONAL INCREASE.**

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- **#19: A SR. DISTRIBUTION PLASTIC OPERATOR IN THE FIELD OPERATIONS CONSTRUCTION DEPARTMENT HAS BEEN CREATED WHICH WILL REQUIRE TESTING AND CERTIFICATION AS PART OF THE SELECTION PROCESS. THE HOURLY RATE OF PAY WILL BE \$31.12 TO \$31.35. THIS RATE DOES NOT INCLUDE THE CONTRACTUAL WAGE INCREASE FOR 2009. (SEE EXHIBIT IV)**
 - **#20: THE UTILITY INSPECTOR SELECTION MEMORANDUM OF AGREEMENT HAS BEEN EXTENDED AND THE COMPANY HAS AGREED TO MAINTAIN 18 SR SPECIALISTS IN THE SYSTEM OPERATIONS DEPARTMENT FOR THE TERM OF THE CONTRACT.**
 - **#21: THE ARC WELDER JOB CLASSIFICATION HAS BEEN ADDED TO THE PROMOTIONAL SEQUENCE IN THE STORAGE DEPARTMENT.**

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- **#22: THE COMPANY HAS AGREED TO MAINTAIN 200 EMPLOYEES IN THE OPERATIONS MECHANIC AND SR OPERATIONS MECHANIC JOB CLASSIFICATION FOR THE TERM OF THE AGREEMENT.**
 - **#23: THE COMPANY AND THE UNION HAVE AGREED TO ADD LEAK INVESTIGATION AND LEAK GRADING TO THE CERTIFICATION PROCESS FOR THE DISTRIBUTION MECHANIC, CONTROLLER AND SR CONTROLLER JOB CLASSIFICATIONS. THE TRAINING TIME FOR CERTIFICATION WILL BE ADJUSTED TO ACCOUNT FOR THE ADDITIONAL COURSES, IF NECESSARY. EMPLOYEES CURRENTLY IN THE DISTRIBUTION MECHANIC, CONTROLLER, AND SR. CONTROLLER JOB CLASSIFICATIONS WILL BE TRAINED AND QUALIFIED AS BUSINESS CONDITIONS PERMIT.**
 - **#24: THE COMPANY AND THE UNION HAVE AGREED TO IMPLEMENT A MODULAR TRAINING PROCESS FOR THE OPERATIONS MECHANIC JOB CLASSIFICATION. THIS IS THE CURRENT TESTING PROCEDURE FOR OPERATIONS MECHANICS THAT WAS PILOTED SINCE 2007.**

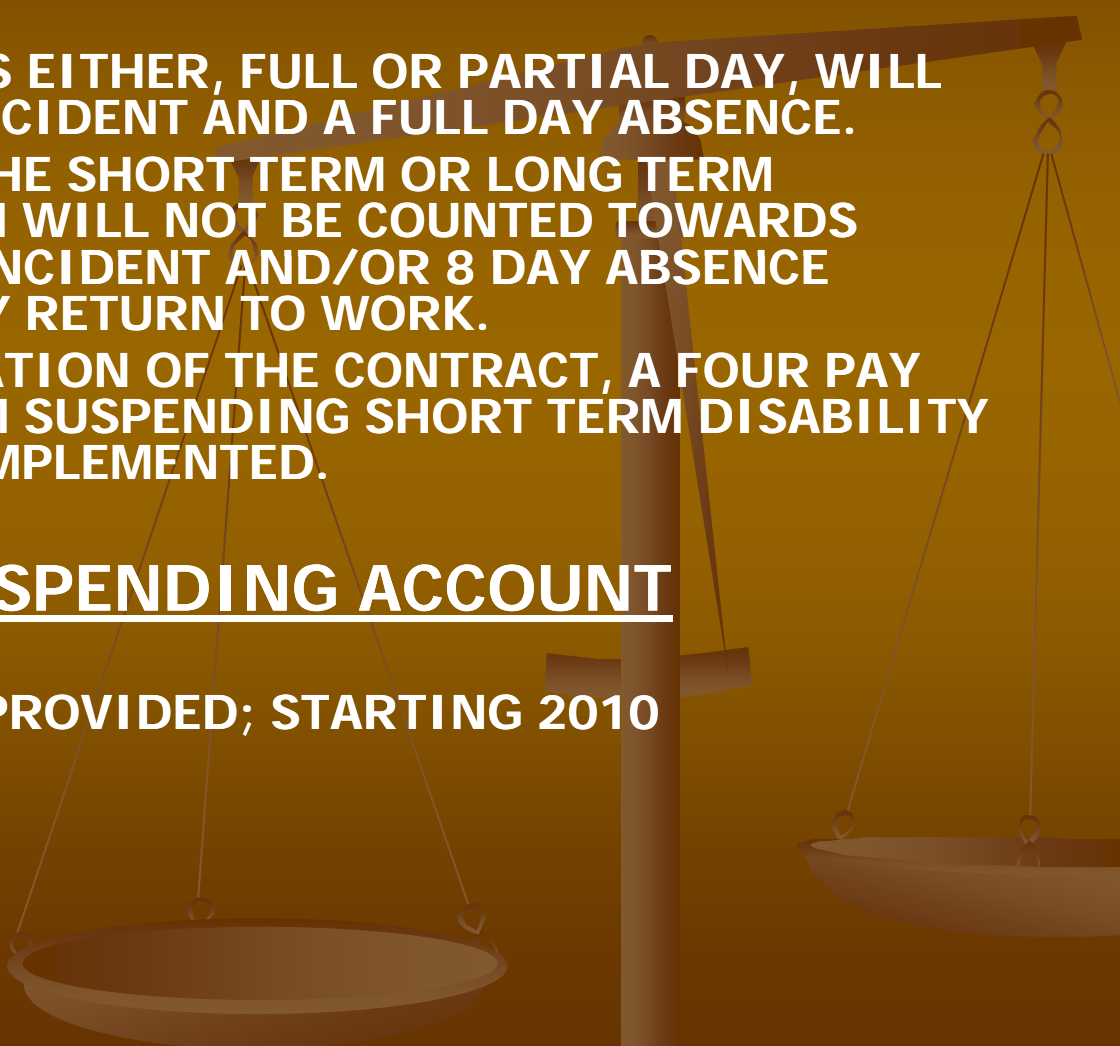
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- **#25: THERE IS AN AGREEMENT TO ADD A "C.A.S.T" TEST FOR METER READER/HELPER (HIRED AFTER 2007) PROMOTING TO MECHANIC LEVEL JOB CLASSIFICATION OR EQUIVALENT. MUTUAL AGREEMENT WILL BE OBTAINED BETWEEN THE COMPANY AND UNION BEFORE IMPLEMENTATION OF THE TESTING PROGRAM.**

 - **#26: THE COMPANY WILL FILL THE FOLLOWING POSITIONS UPON RATIFICATION OF THE CONTRACT:**
 - (1) DISTRIBUTION CREW LEADER – JOLIET
 - (4) DISTRIBUTION TECHNICIANS- (2) GLEN ELLYN, (1) JOLIET, (1) BLOOMINGTON
 - (7) DISTRIBUTION MECHANICS- (4) BELLWOOD, (1) PARK RIDGE, (2) SCHAUMBURG
 - (1) OPERATIONS MECHANIC- ROCKFORD
 - (2) LEAK SURVEY SPECIALISTS- (1) PARK RIDGE, (1) JOLIET
 - (1) SR DISTRIBUTION PLASTIC OPERATOR- TBD

BENEFIT ITEMS

SHORT TERM DISABILITY PLAN

1. THE COMPANY AND THE UNION HAVE AGREED TO ELIMINATE THE EBA BOARD AND ENGAGE A THIRD PARTY ADMINISTRATOR TO CASE MANAGE ALL STD, LTD, AND WORKER'S COMPENSATION CASES.
2. EMPLOYEE PREMIUMS FOR SHORT TERM DISABILITY BENEFITS WILL BE DEDUCTED ON A PRE-TAX BASIS.
3. THE LENGTH OF THE SHORT TERM DISABILITY BENEFIT HAS BEEN REDUCED FROM 39 WEEKS TO 26 WEEKS.
4. SHORT TERM DISABILITY WILL BE PAID ACCORDING TO YEARS OF SERVICE:
20+ YEARS=75%
11-19 YEARS=65%
6 MONTHS-10 YEARS=60%
THE SCHEDULE WILL BE EFFECTIVE THE PAY PERIOD FOLLOWING THE EMPLOYEE'S SERVICE ANNIVERSARY DATE.
5. EMPLOYEES WILL BE ELIGIBLE TO ENROLL IN THE SHORT TERM DISABILITY PROGRAM WITHOUT EVIDENCE OF INSURABILITY AFTER COMPLETING SIX MONTHS OF SERVICE.

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6. **EMPLOYEES WHO DO NOT INITIALLY ENROLL IN THE SHORT TERM DISABILITY BENEFIT AT COMPLETION OF SIX MONTHS OF SERVICE MAY ENROLL IN THE PROGRAM DURING THE ANNUAL OPEN ENROLLMENT PERIOD WITH EVIDENCE OF INSURABILITY.**
 7. **DISABILITY ABSENCES EITHER, FULL OR PARTIAL DAY, WILL BE COUNTED AS AN INCIDENT AND A FULL DAY ABSENCE.**
 8. **TIME INCURRED ON THE SHORT TERM OR LONG TERM DISABILITY PROGRAM WILL NOT BE COUNTED TOWARDS REINSTATING THE 4 INCIDENT AND/OR 8 DAY ABSENCE PROGRAM WHEN THEY RETURN TO WORK.**
 9. **FOLLOWING RATIFICATION OF THE CONTRACT, A FOUR PAY PERIOD MORATORIUM SUSPENDING SHORT TERM DISABILITY PREMIUMS WILL BE IMPLEMENTED.**

FLEXIBLE SPENDING ACCOUNT

1. **DEBIT CARD OPTION PROVIDED; STARTING 2010**

RETIREMENT GROWTH ACCOUNT

- EFFECTIVE WITH THE 2009 AWARD THE ANNUAL COMPANY CONTRIBUTION TO THE RETIREMENT GROWTH ACCOUNT FOR ELIGIBLE EMPLOYEES HIRED ON AND AFTER JANUARY 1, 1998 WILL BE INCREASED TO 1.4%. THE 2009 AWARD WILL BE CONTRIBUTED TO EMPLOYEE ACCOUNTS IN THE FIRST QUARTER OF 2010.

THRIFT PLAN

- THE COMPANY WILL ADD THE FOLLOWING NEW OPTIONS TO THE 401K PLAN:
 - ROTH 401K CONTRIBUTION
 - CATCH UP CONTRIBUTION
 - ROLL-INS FROM PREVIOUS EMPLOYER PLANS
 - INCREASE PRE-TAX DEFERRAL PERCENTAGE TO 50%

THE DATE OF IMPLEMENTATION WILL BE COORDINATED WITH THE THIRDPARTY PROVIDER AND COMMUNICATED TO ELIGIBLE EMPLOYEES IN A TIMELY MANNER:

PENSION AND INSURANCE PLANS

- THESE SUPPLEMENTAL AGREEMENTS WILL BE AMENDED AS FOLLOWS:
 1. THE SUPPLEMENTAL AGREEMENT WITH RESPECT TO THE PENSION PLAN WILL BE EFFECTIVE MARCH 1, 2009 THROUGH FEBRUARY 28, 2014. CHANGES TO THE PENSION PLAN ARE NOTED IN EXHIBIT V.
 2. THE SUPPLEMENTAL AGREEMENT WITH RESPECT TO THE GROUP LIFE INSURANCE PLAN, DEPENDENT LIFE INSURANCE PLAN, GROUP ACCIDENTAL AND DISMEMBERMENT PLAN, GROUP MEDICAL EXPENSE INSURANCE PLAN AND DENTAL PLAN WILL BE EFFECTIVE MARCH 1, 2009 THROUGH FEBRUARY 28, 2014 AND WILL CONTAIN THE FOLLOWING CHANGES:
 - A. GIFT LIFE INSURANCE WILL BE INCREASED FROM **\$9,500 TO \$10,000**
 - B. NON-CONTRIBUTORY LIFE INSURANCE PROVISION WILL BE INCREASED **1.5 TIMES** OF BASE PAY TO **1.6 TIMES** OF BASE PAY.
 - C. THE LIFETIME MAXIMUM BENEFIT PER ACTIVE EMPLOYEE PARTICIPANT UNDER THE GROUP MEDICAL EXPENSE INSURANCE PLAN WILL BE REINSTATED TO **\$1,500,000** EFFECTIVE MARCH 1, 2009.
 - D. THE GROUP MEDICAL INSURANCE PLAN WILL BE REVISED TO ALLOW LEGAL DEPENDENTS OF ACTIVE EMPLOYEES TO PARTICIPATE IN BOTH THE PPO AND HMO MEDICAL PLANS TO **AGE 26** PER THE RECENT REGULATIONS PASSED IN THE STATE OF ILLINOIS.

RETIREE MEDICAL INSURANCE

- CAPS FOR RETIREE MEDICAL COVERAGE FOR ELIGIBLE EMPLOYEES HIRED PRIOR TO FEBRUARY 28, 1997 AND WITH LESS THAN 15 YEARS OF SERVICE AS OF JANUARY 1, 1998 AND EMPLOYEES HIRED ON AND AFTER MARCH 1, 1997 HAS BEEN IMPROVED AS FOLLOWS:

<u>Employee Coverage</u>	<u>Coverage Type</u>	<u>Maximum Annual Amount Paid by Company Toward Retiree Medical Premium</u>
Employees hired on or before February 28, 1997 on the payroll as of January 1, 1998 with less than 15 years of service	Single	<i>Pre-65</i> =\$6,500 <i>Post-65</i> =\$3,090
	Family	<i>Pre-65</i> =\$12,200 <i>Post-65</i> =\$5,740
Employees hired on and after March 1, 1997	Single	<i>Pre-65</i> =\$4,120 <i>Post-65</i> =\$1,730
	Family	<i>Pre-65</i> =\$7,700 <i>Post-65</i> =\$3,250